Fit it & Forget it

Water Heater

EWSH 15 & 25 Litres

Why people prefer an A. O. Smith water heater...

ADVANCED TECHNOLOGY
Double coated glass lined tank. Maximum protection against hard water and corrosion.

SUPERIOR QUALITY
Get the best quality that ensures you have a water heater that works in Indian water conditions.

EXCELLENT SERVICE
Guaranteed* A. O. Smith Service within 24 hours. Call: **1.800.103.2468**

ENERGY SAVING
BEE 5 star rating. One of the most energy efficient water heater you can buy.

MADE BETTER
Made in India's most modern and advanced water heater factory.

A.O.Smith®
Innovation has a name.

User Guide

* Conditions Apply

Innovation has a name.

Congratulations!

And welcome to the A. O. Smith family.

We would like to thank you for the trust you have shown in choosing an A. O. Smith water heater. You can be sure it will live up to your expectations. Thousands of delighted users all over the world trust A. O. Smith water heaters for their families. This user guide will introduce you to your water heater. Follow the instructions carefully and look forward to enjoying long years of trouble-free service.

A. O. Smith is a company known for its innovative technologies and energy-efficient solutions. Ours are the only water heaters with the Blue Diamond® Glass lining for the inner container of the water heater. This cutting edge technology prevents sediment and scaling, fights corrosion and extends the life of your water heater.

Our customer-centric approach manifests itself in many other ways too. A. O. Smith is the first water heater company which gives you a dedicated Toll Free Customer Care Number. If you need any information or assistance with your water heater, just call us from any phone, anywhere in the country to our Toll Free Customer Care No. **1.800.103.2468.**

Or

Factory Address:
A. O. Smith India Water Heating Private Limited
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District - 562 112, Karnataka, India.

About A. O. Smith

A. O. Smith India Water Heating Private Limited was established in 2006. Since this time, the A. O. Smith team has conducted numerous focus group studies and spent an endless number of research hours determining what India wanted in a water heater. Backed by 75 years of proven technological advances, A. O. Smith India has created a stylish design with features demanded by the Indian consumer.

The A. O. Smith plant with manufacturing facilities spread over 76,000 sq.ft. is located on 20 acres, just outside Bengaluru, in the KIADB Industrial Area, Harohalli. The India operations is the 16th A. O. Smith manufacturing facility worldwide. A. O. Smith's India plant has extensive engineering and technical resources and has the latest technologies incorporated. A. O. Smith is the first manufacturer to invest in and produce glass lined water heaters in India.

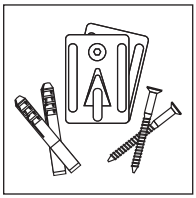
Today, A. O. Smith is one of the largest water heater manufacturer in the world, is a global leader in innovative technology and energy efficient solutions.

What's in the box?

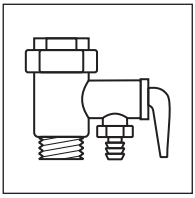
Electric
Water Heater

User Guide

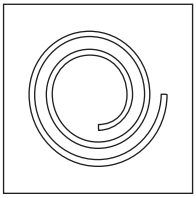
Wall Mounting
Accessories



Relief Valve



Drain Pipe



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User Instructions

Please read the instructions carefully before the installation or operation of the water heater. This user guide is meant for your future reference and is applicable for the following models.

- EWSH 15
- EWSH 25
- EWSH 15 - LHS
- EWSH 25 - LHS

Please refer the invoice or the product nameplate for identifying the model name. Please follow the instructions accordingly.

- Only A. O. Smith recommended professional installers will install the A. O. Smith water heater for you. In case of improper installation of the water heater by unauthorised personnel, A. O. Smith will not be responsible.
- The water heater is forbidden to install vertically or alter the inlet and outlet side configurations.
- The above products come in a default wall mounting configuration. Please refer the instructions to convert this to a floor mounting configuration. Alternatively dial our Customer Care No. **1.800.103.2468** for instructions and installation.
- If the user installs the water heater manufactured by our company by themselves or do it by using the self prepared installation materials, our company will not be liable for any adverse effects on normal operation and service performance of the water heater, including but not limited to pipeline leakage, fall or improper installation thereof and harmful effects on or damage to the body of the water heater as well as all losses incurred thereby.
- After installation and operation of the water heater, users should inspect the water heater regularly and make necessary maintenance according to the service conditions. If any abnormality occurs, stop the operation of the water heater immediately and dial our Customer Care No. **1.800.103.2468** for repair to ensure the normal, safe and reliable operation of the water heater.
- Prior to any maintenance or repair of the water heater, please ensure to cut off the power. Those installers who are not recommended by A. O. Smith should not adjust or repair the water heater.
- This water heater is equipped with relief valve. For the sake of safe operation, the mounting position of the valve should not be changed without permission and the blockage of valve drain outlet is strictly prohibited. The discharge pipe must be provided for the relief valve, mounted downwards continuously and should not be knotted in the middle. The discharge pipe shall be directly connected to the floor drain.
- Before installing the water heater, confirm that the power of water heater matches its electric meter capacity and power wire.
- This water heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or tap water pipe.

Caution: Failure to follow the instructions provided in the user guide may lead to risk of fire and could cause property damage and / or personal injury or death.

Warning: Power-on and operation will be permitted only after reliable grounding is provided for the power socket. The water heater is strictly forbidden for use in circumstances where no safe grounding or well-drained floor drain is provided. In the installation area, it should be ensured that the water leakage of the water heater or joints may not cause damage to the articles in adjacent region or lower portion of the building.

Specifications

For Right Hand Side Inlet Outlet Models

Model		EWSH 15	EWSH 25
Volume [L]		15	25
Power [W]		2000	2000
Voltage/Frequency [V/Hz]		~230/50	~230/50
Actual Stdg. Loss [kWh/24h/45°C diff.]		0.525	0.672
Max. Stdg. Loss [kWh/24h/45°C diff.] [as per IS 2082:1993 amended in 2002]		1.138	1.386
Reheating Time for 35°C rise [in min]		20	35
Temperature range [°C]		25-75	25-75
Rated water pressure	N/cm^2	80	80
	Water head (metres)	80	80
Inlet/Outlet connections [Inch]		½	½

For Left Hand Side Inlet Outlet Models

Model		EWSH 15 - LHS	EWSH 25 - LHS
Volume [L]		15	25
Power [W]		2000	2000
Voltage/Frequency [V/Hz]		~230/50	~230/50
Actual Stdg. Loss [kWh/24h/45°C diff.]		0.525	0.672
Max. Stdg. Loss [kWh/24h/45°C diff.] [as per IS 2082:1993 amended in 2002]		1.138	1.386
Reheating Time for 35°C rise [in min]		20	35
Temperature range [°C]		25-75	25-75
Rated water pressure	N/cm^2	80	80
	Water head (metres)	80	80
Inlet/Outlet connections [Inch]		½	½

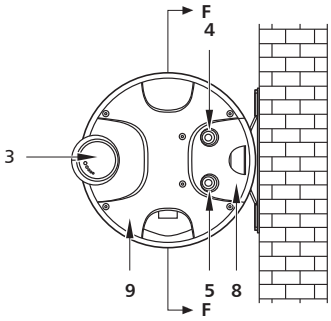
Note:

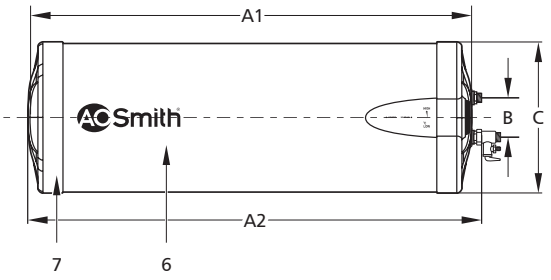
1. The inlet and outlet tubes are identified by blue and red ring caps respectively.
2. Please note that in all models (LHS and RHS variants) and in all configurations (wall & floor mounted), the outlet tube should be vertically above the inlet. Refer figures 5A & 5B respectively.
3. The water heater should not be installed in any other configuration that may alter this arrangement.
4. LHS variant should be used for left hand side plumbing connections and RHS variant should be used for right hand side plumbing connections.
5. It is not permitted to install a RHS variant in left hand side configuration by rotating the unit and vice versa.
6. Please note that the A. O. Smith logo visible in the front and in horizontal orientation represents correct positioning of the unit.

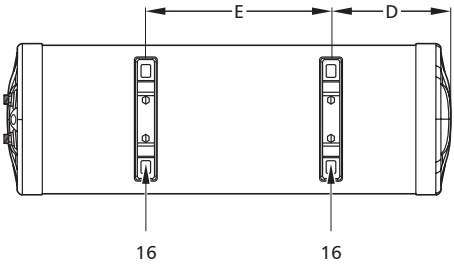
Dimensions and Part Descriptors

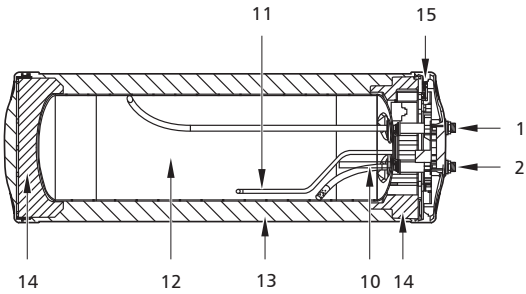
Model	EWSH - 15	EWSH - 25
A1 [mm]	628	908
A2 [mm]	641	921
B [mm]	80	80
C [mm]	310	310
D [mm]	167	247
E [mm]	260	380

Part Descriptors	
1	Outlet
2	Inlet
3	Thermostat Knob
4	Red Cap
5	Blue Cap
6	Jacket
7	Left Cover
8	Right Cover
9	Service Cover
10	Anode
11	Heating Element
12	Tank
13	PU Insulation
14	EPS Insulation
15	Thermal Cutout
16	Installation Bracket







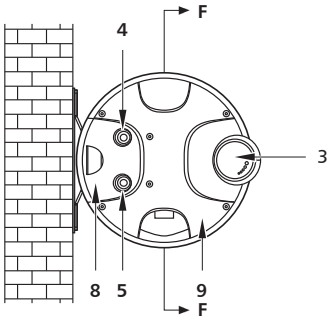


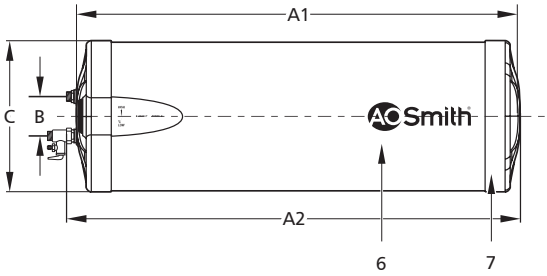
Section F-F

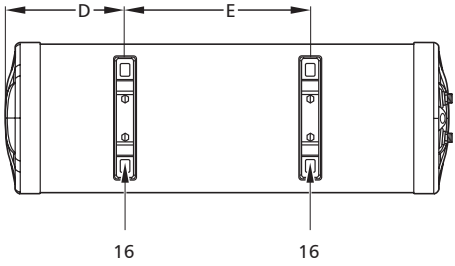
Dimensions and Part Descriptors

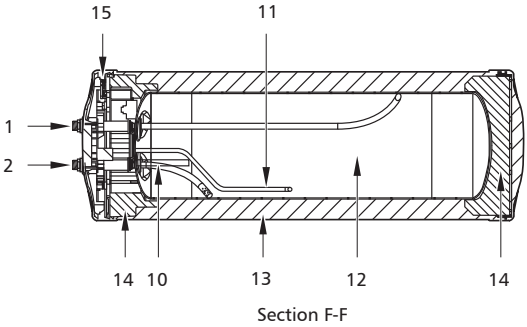
Model	EWSH 15 - LHS	EWSH 25 - LHS
A1 [mm]	628	908
A2 [mm]	641	921
B [mm]	80	80
C [mm]	310	310
D [mm]	167	247
E [mm]	260	380

Part Descriptors	
1	Outlet
2	Inlet
3	Thermostat Knob
4	Red Cap
5	Blue Cap
6	Jacket
7	Left Cover
8	Right Cover
9	Service Cover
10	Anode
11	Heating Element
12	Tank
13	PU Insulation
14	EPS Insulation
15	Thermal Cutout
16	Installation Bracket









Section F-F

Key Features

Glass Coated Element

Scale and sediment build-up on the surface of the element can lead to premature failure. A. O. Smith Glass Coating helps to prevent scale formation and extends the life of the heating element.

Double Coated Inner Tank

Double coating of the glass lining increases glass thickness and ensures good glass coverage, thus reducing the risk of tank steel corrosion.

Temperature Control Knob

The temperature control knob allows you to set the temperature between 25°C to 75°C.

Anode Rod

The tank has an anode rod system with a stainless steel core that is designed to protect the tank from corrosive elements. The system uses a special cathodic action to fight the corrosive elements and thus prolongs the life of the water heater.

Safety Valve

The safety valve is designed to automatically relieve and discharge water in case the pressure or temperature overshoots the preset limits.

Thermal Cutout

In case a fault occurs and the water temperature exceeds the highest preset temperature, the breaker rapidly cuts off the live line and the neutral line simultaneously to assure safety.

Note: A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification.

Installation

Mounting

Fig. 1A Position for installation

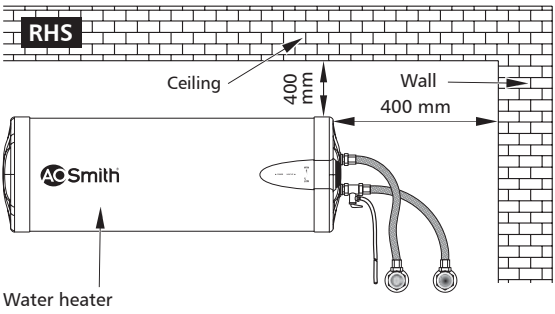


Fig. 1A Applicable for models EWSH 15 and EWSH 25

Fig. 1B Position for installation

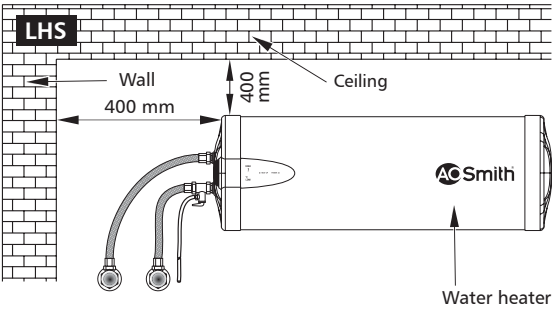
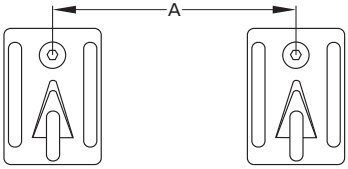


Fig. 1B Applicable for models EWSH 15 - LHS and EWSH 25 - LHS

Fig. 2 Wall mounting bracket



Model	A (mm)
EWSH 15	260
EWSH 15 - LHS	
EWSH 25	380
EWSH 25 - LHS	

Fig. 3 Installation of wall mounting bracket

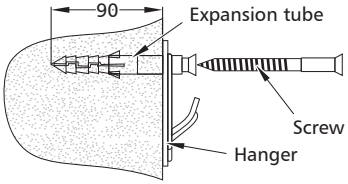
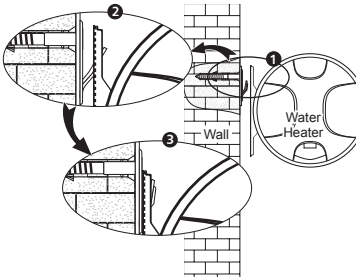


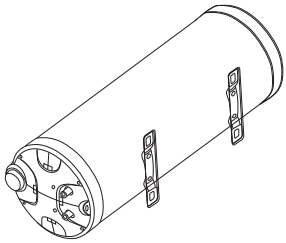
Fig. 4 Inserting the water heater into mounting bracket



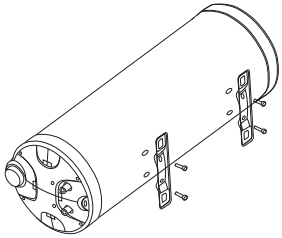
1. Make sure that the wall can withstand at least twice the weight of the water heater when completely filled with water.
2. Before locating the position for installation of the water heater, make sure that there is sufficient clearance available for the product. This clearance is required for easy installation and maintenance. Refer Fig. 1A or Fig. 1B for minimum clearances required according to the model.
3. Use a drill bit with diameter of 10 mm to drill 2 holes at least 90 mm deep in the wall (Fig. 3). The two holes should be aligned horizontally. The horizontal distance between the 2 holes is shown in the above table (Fig. 2).
4. Insert the expansion anchors into the holes. Place the wall mounting bracket over the expansion anchors and tighten the screws on the bracket (Fig. 3).
5. Place the water heater on wall mounting bracket (Fig. 4) using hanger hooks. Tug downwards on the heater to ensure that the water heater is fixed steadily.

Conversion From Wall Mounting Installation To Floor Mounting

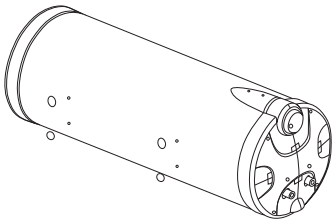
Step 1: Factory default installation (wall hung)



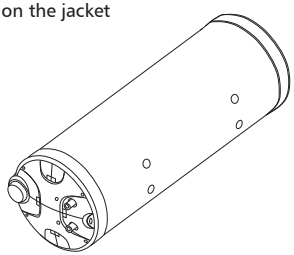
Step 2: Unscrew the four bolts, and remove the two brackets



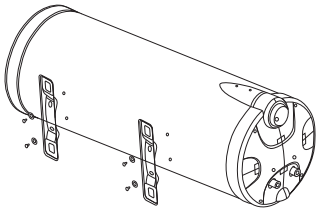
Step 3: Turn 90 degrees and remove four paper disks



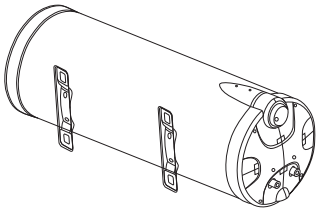
Step 4: Place the paper disks to cover the holes on the jacket



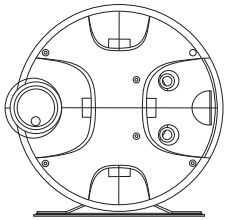
Step 5: Use four screws (accessories) to fix the two brackets in place



Step 6: Assembly finished depiction



Step 7: Floor installation



Warning:
The water heater comes with default wall hung installation. The same should not be used for floor mounting. Separate floor mounting accessories have been provided for floor mounting option.

Note:
Steps 1 through 7 shown above is applicable for models EWSH 15 and EWSH 25. Similar steps needs to be followed for EWSH 15 - LHS and EWSH 25 - LHS. Call A. O. Smith Customer Care for additional details and support.

Fig. 5A Installation diagram

RHS

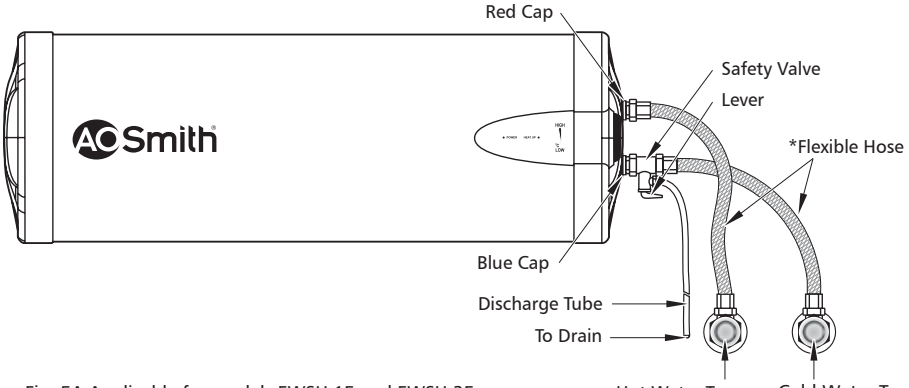


Fig. 5A Applicable for models EWSH 15 and EWSH 25

Fig. 5B Installation diagram

LHS

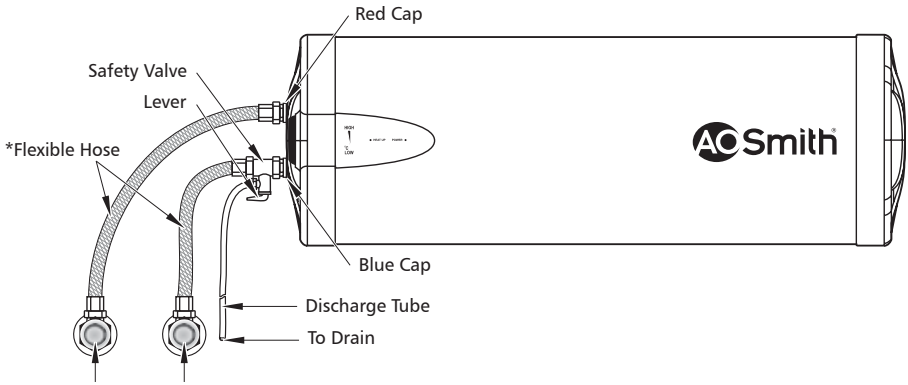


Fig. 5B Applicable for models EWSH 15 - LHS and EWSH 25 - LHS

*Flexible Hoses to be procured by the customer, not part of standard product.

Note: The product should be installed by applicable inlet outlet configuration only.

- Correct Installation is indicated by the A. O. Smith logo facing forward and in horizontal condition.
- Refer Fig. 5A & Fig. 5B as applicable to the model to be installed.
- Please note that A. O. Smith logo turned upside down or A. O. Smith logo facing upwards indicate a wrong installation.

Plumbing

1. Make necessary plumbing with reference to the installation diagram (Fig. 5).
2. A. O. Smith recommends nylon/SS braided hoses having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
3. Connect the cold water pipe to the inlet [Blue Cap].
4. Connect the hot water pipe to the outlet [Red Cap].
5. Attach the discharge tube to safety valve as shown in installation diagram (Fig. 5A & Fig. 5B).

Attention: Make sure suitable sealing tape is used for all hose connections to prevent leakage.

Water Filling

1. Open a hot water faucet nearby to permit the air to escape.
2. Open the cold water inlet valve fully, filling the heater and the piping.
3. Close the hot water faucet when water flows.
4. Check all the connections to see if there is any leakage. In case of a leakage, drain the heater completely, repair the leaking joint and then refill the heater.

Electrical Connections

The power cord and plug are connected with this water heater. Find a separate socket for power plug and make sure the socket is in firm contact with the plug. Ensure that reliable earthing has been done.

Caution:

- Connect the water heater using independent sockets, do not use adapters. Use multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.
- Before installing the water heater, confirm that the power of water heater matches electric meter capacity and supply wire.
- The water heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or tap water pipe.

Draining

For draining water from the water heater, following steps needs to be followed:

1. Switch off the electric supply to the water heater.
2. Open the hot water taps until the water is not hot any more.
3. Close cold water supply.
4. Drain the water by moving the lever of safety valve in the direction of the arrow as indicated in the diagram (Fig. 6A & Fig. 6B).

Fig. 6A Safety valve

RHS

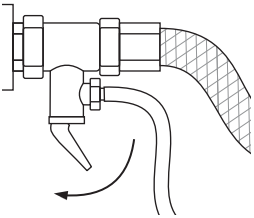
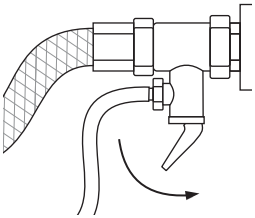


Fig. 6B Safety valve

LHS



Directions for use

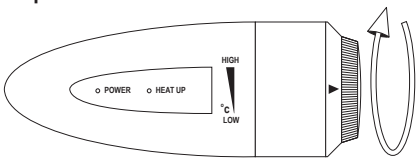
Caution:

- Before using the water heater, make sure the inner tank is completely filled with water and the power plug has been connected properly.
- Operating the water heater with insufficient or no water may result in permanent damage to the water heater and may cause damage to the property and injuries to the users.

1. Switch on the water heater's power supply. The green indicator light glows.
2. Turn the thermostat knob of the device to commence heating and change the set temperature as shown in Fig. 7A and Fig. 7B. A **red** light will glow. [The set temperature increases if the thermostat knob is turned clockwise] Temperature can be set in the range of 25°C to 75°C. Recommended to keep thermostat knob notch position always in **medium or above** level.
3. The red light's switching off indicates the heater has been heated to the set temperature.

Fig. 7A Temperature knob

RHS

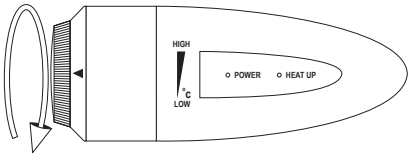


Note:

Turn the thermostat knob clockwise for the device to commence heating and change the set temperature.

Fig. 7B Temperature knob

LHS



Note:

Turn the thermostat knob anti-clockwise for the device to commence heating and change the set temperature.

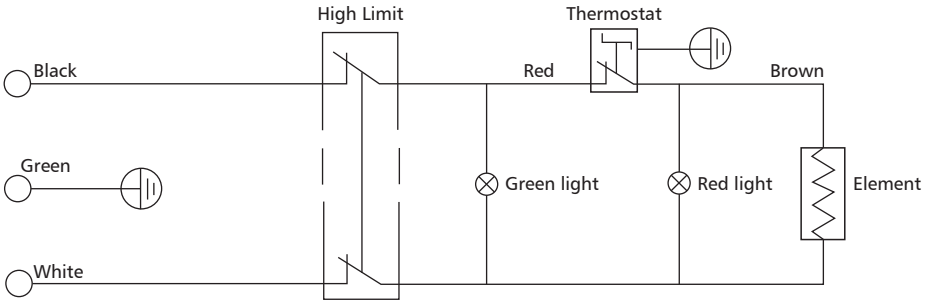
Caution: Once the mounting, plumbing, discharge tube, power connection and water filling is completed, then only the power supply should be switched ON.

Troubleshooting

Problem	Possible Cause(s)	Solution
• Green and Red light off	No power to heater	Turn on electrical switch. Check for blown fuses or tripped breaker
• No hot water	Thermal cutout switch open	Call Customer Care Centre
	Control circuit or internal wiring error	Call Customer Care Centre
• Green light on Red light off	Non-functioning thermostat	Call Customer Care Centre
• No hot water	Control circuit or internal wiring error	
• Water temperature is too high	Thermostat set is too high	Call Customer Care Centre
	Thermal cutout trips	Call Customer Care Centre
• Water heats slowly	Non-functioning element	Call Customer Care Centre
• Thermostat does not shut off	Non-functioning thermostat	Call Customer Care Centre
	Improper calibration	Call Customer Care Centre
• Piping connection leaks	Connection not sealed	Call plumber
• Leaky cover	Tank or parts leak	Shut off power immediately and Call Customer Care Centre

Note: Call Customer Care Centre on **1.800.103.2468**

Circuit Diagram



Warranty

Product warranty

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

* Register your product with the A. O. Smith Customer Care Centre [**1.800.103.2468**] within two months of purchase. You will get an extended warranty on the element [from 2 years to 4 years].

1. The customer will notify the Company promptly about defects noticed and give the Company or its authorised service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Service Centre along with the original invoice.
2. Special warranty from the date of purchase is subject to the following conditions:
   - Tank - 7 Years
   - Glass Coated Heating Element - 2 + 2 Years*
   - Rest of the parts - 2 Years
3. Inspection and Test Report of the Company's Office/Service Centre will be treated as final and binding under the warranty for determining the defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its authorised service provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by others.
6. Components subject to wear, such as anode, are not covered under this warranty.
7. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilisation of the goods not in accordance with the user guide.

General Terms of Warranty

1. The "goods" shall mean the goods described in the purchase agreement.
2. "The customer" shall mean the original purchaser under the purchase agreement.
3. "The Company" shall mean A. O. Smith India Water Heating Pvt. Ltd.
4. The "Purchase Agreement" shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
5. "Invoice" shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
6. "User Guide" shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

   Note: For registration of the Extended Warranty, please call our dedicated Toll Free Call Centre No. **1.800.103.2468** OR fill up the details in the Warranty Card and mail the same to A. O. Smith India Water Heating Pvt. Ltd., factory address.

Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, he has the option of calling our Service Centre and having his A. O. Smith Water Heater unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Service Centres.
3. The Company will provide free servicing of the goods brought to its Service Centre by the customer, provided that all expenses of transporting the goods to and from the Service Centre shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

Jurisdiction

The courts of competent jurisdiction at Bengaluru, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.

Guaranteed Service

1. Different models has different service delivery levels.
2. Service level mentioned for particular models are applicable for Metros & A Class Cities e.g. Delhi & NCR, Bangalore, Hyderabad, Mumbai, Kolkata, Pune, Goa, Cochin, Chennai & Chandigarh.
3. Service level deliverables are valid up to city municipal limit only.
4. Service level may differ in case of public holidays & unavoidable conditions due to natural climate, any political & regional regulations.

Warranty Card

Warranty Card (Customer Copy)

(To be retained by the Customer) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

_____

_____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Warranty Card

Warranty Card (Company Copy)

(To be sent back to the Company) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

_____

_____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Service and Maintenance

For Service needs:

Please contact our A. O. Smith Toll Free Customer Care Centre Helpline at **1.800.103.2468**
E-mail ID: **aosmithcs@hotwater.com**

Registered Office

A. O. Smith India Water Heating Private Limited
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District - 562 112, Karnataka, India.
▪ Toll Free No.: **1.800.103.2468** ▪ Website: www.aosmithindia.com

Regional Office

Delhi:
105 & 106, Plot 19, Sagar Plaza, Laxmi Nagar District Centre,
Vikas Marg, Laxmi Nagar, New Delhi - 110 092.

Kolkata:
224 A, Office No. 811, 8th Floor, Krishna Building, AJC Bose Road,
Kolkata - 700 017.

Pune:
401 & 402, Citi Mall, Ganeshkhind Road, Near Pune University,
Pune - 411 007.

Manufactured by A. O. Smith India Water Heating Private Limited
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk, Ramanagara District - 562 112, Karnataka, India.
Toll Free: 1.800.103.2468 ■ Website: www.aosmithindia.com